CLAIMS

1.   A computer implemented method comprising

providing a subscriber with a service having a first characteristic,

observing at the network, that the provided service to the subscriber has a second characteristic; and

billing the subscriber for the service having the second characteristic rather than for the service having the first characteristic.

2.   The method of claim 1 wherein observing further comprises:

determining at the network that resources are not available for providing the first level of service; and, in response to said determination,

providing a second level service.

3.   The metnod of claim 2 wherein providing the second level of service further comprises:

reassessing and redefining the deployed service.

4.   The method of claim 3 wherein the process observes whether reassessment and redefining of the deployed policy was successful.

5.   The method of claim 1 further comprising:

determining whether there has been packet loss; and wherein determining packet loss includes:

deploying a packet detector monitor in the network to generate network accounting records that can be used to determine packet loss.

6.   The method of claim 1 wherein the providing further comprises:

establishing a differentiate services policy that is decomposed into a collection of configurations and deployed in a network.

7.   The method of claim 1 wherein the providing further comprises:

deploying the configurations to a collection of routers or switches that the customer would have access to in the network.

8.   The method of claim 1 wherein observing observes a large number of network flows.

9.   The method of claim 8 wherein observing further comprises:

using an accounting process that produces information at a granularity level at which the policies are actually deployed.

10.   The method of claim 9 wherein the policies are deployed at source and destination IP address, protocol and/or destination port level.